



CITY OF BETHEL

P O. Box 388 Bethel, Alaska 99559-0388

907-543-2047

FAX # 543-4171

Sponsored by: Council Member Rodgers

Action: Adopted

Vote: 6-Yes, 1-No (Phillips)

RESOLUTION #97-36

A RESOLUTION OF THE CITY COUNCIL OF BETHEL, ALASKA, REGARDING THE USE OF VOICEMAIL AT THE CITY OFFICES.

WHEREAS, the City has a technology known as voicemail which has generated many complaints because many City employees do not return calls promptly, and

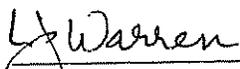
WHEREAS, the City has been involved in litigation which may have been averted if the citizen had received a reply to his voicemail message; and

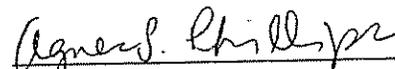
WHEREAS, each and every employee must know and understand that voicemail is not a technology to ignore. City employees must realize that the taxpayers of Bethel have purchased the voicemail system as a productivity tool. Employees should know that part of being productive is returning calls as soon as possible avoiding bad feelings with their employer, "the people of Bethel."

NOW, THEREFORE, BE IT RESOLVED by the City Council of Bethel, Alaska, that it requests each employee to make every attempt to return voicemail messages before the end of their scheduled work day, and to return any calls that are missed before the end of their scheduled work week. When employees know they will be away from the office for more than a day their message should be changed to reflect that absence. Example: "You have reached the voicemail of John Doe. I will be out of the office from June 2 to June 6. If you have a problem which needs urgent attention please call 543-xxxx, or leave a message at the tone and I'll return your call when I return.")

PASSED AND APPROVED THIS 12TH DAY OF AUGUST, 1997

ATTEST:


L.J. Warren, City Clerk


Agnes L. Phillips, Mayor